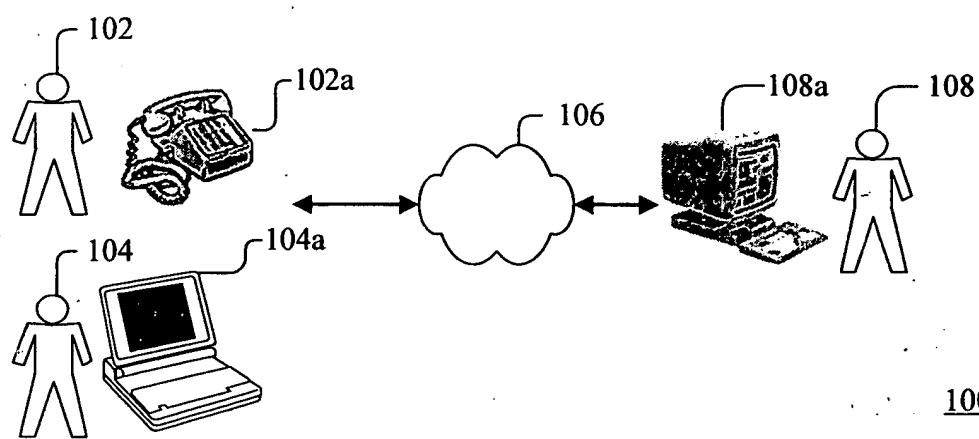


10/05/1890



100

Fig. 1

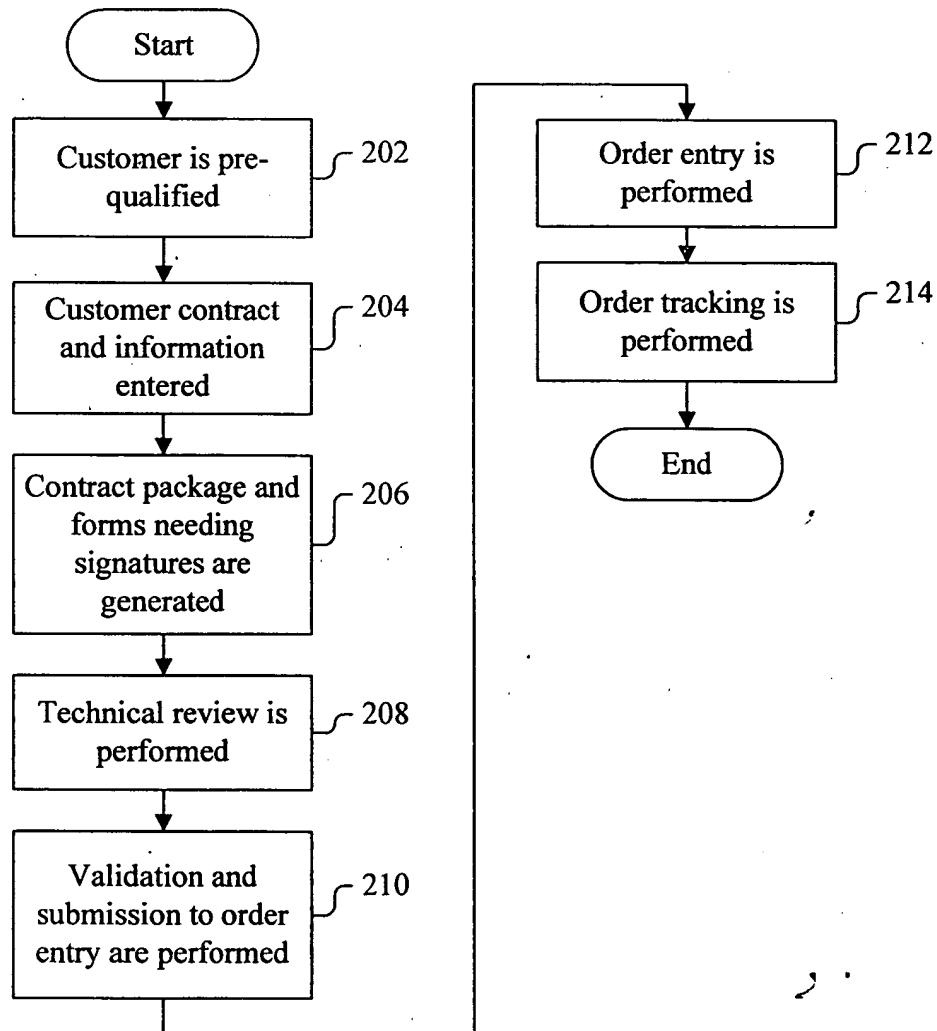


Fig. 2

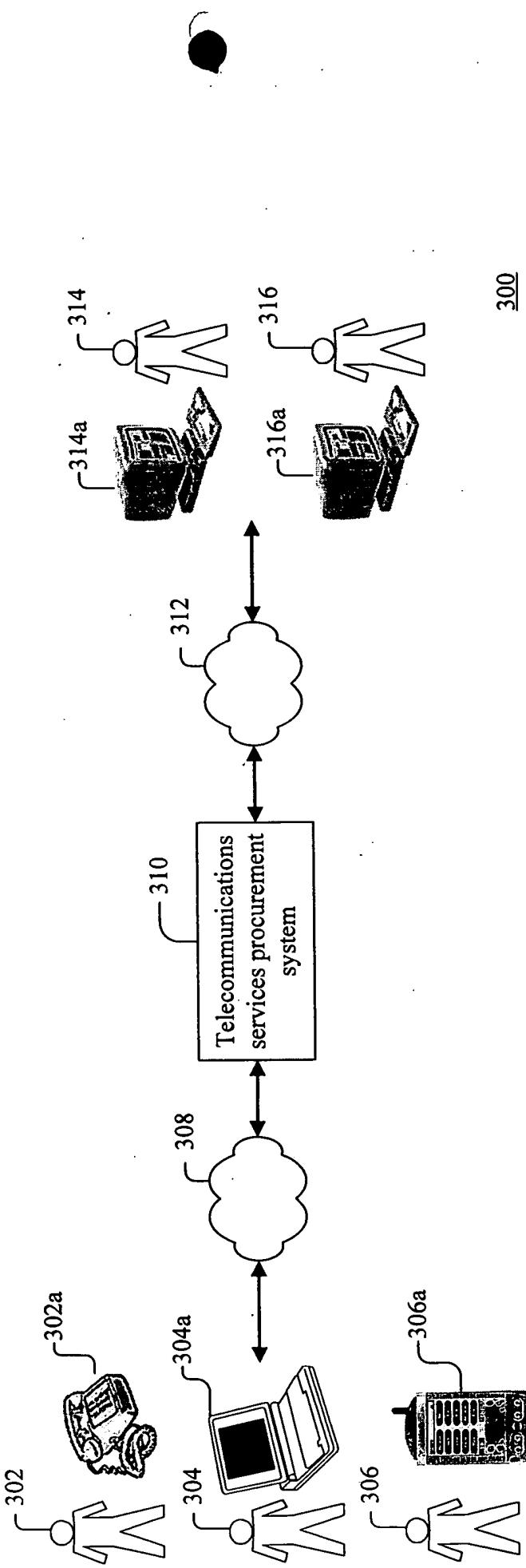


Fig. 3

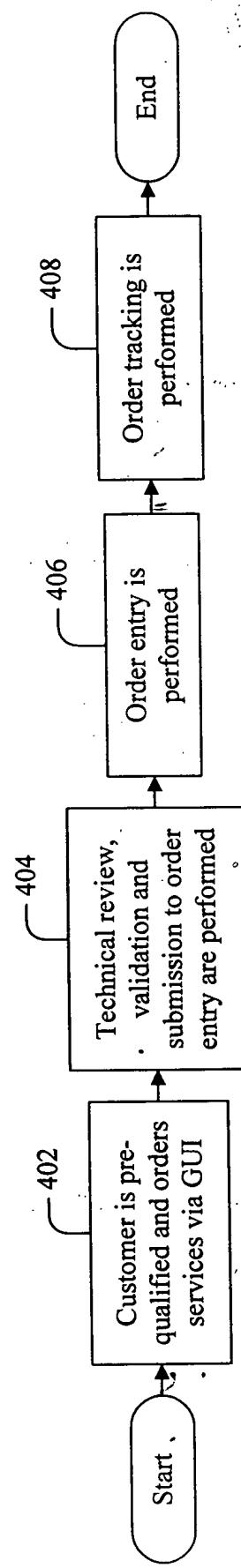


Fig. 4

10/05/180

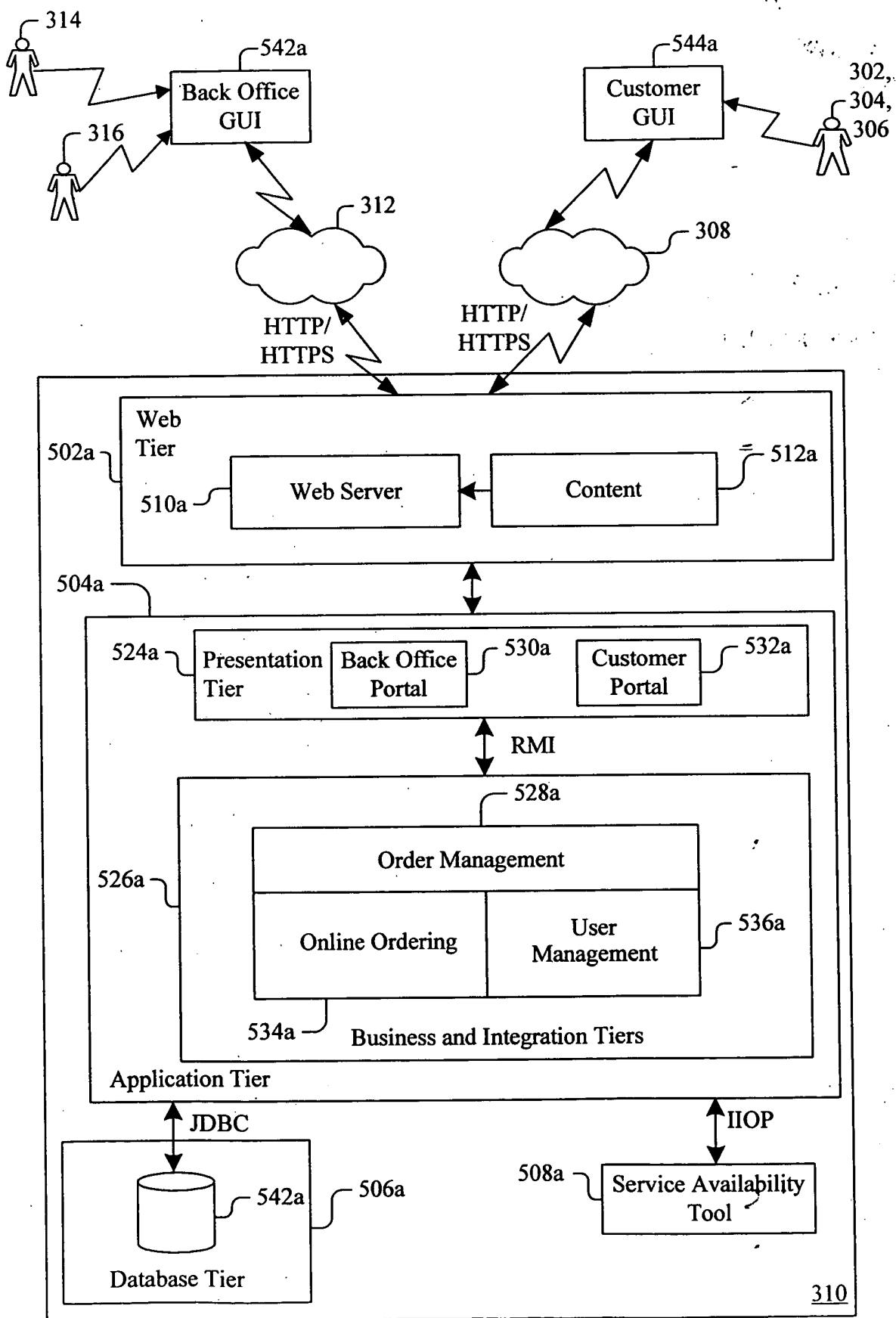


Fig. 5a

10/05/180

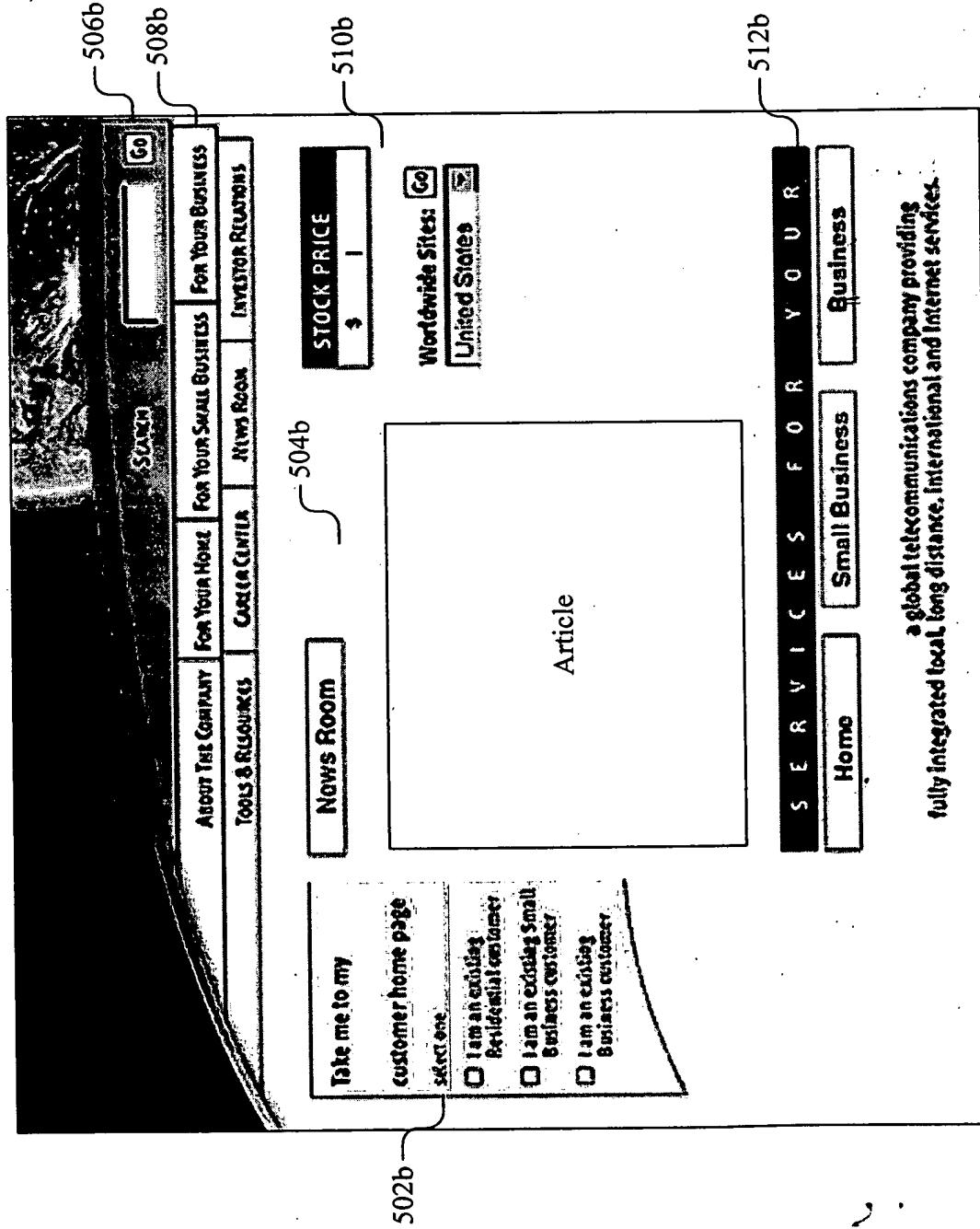


Fig. 5b

10/05/180

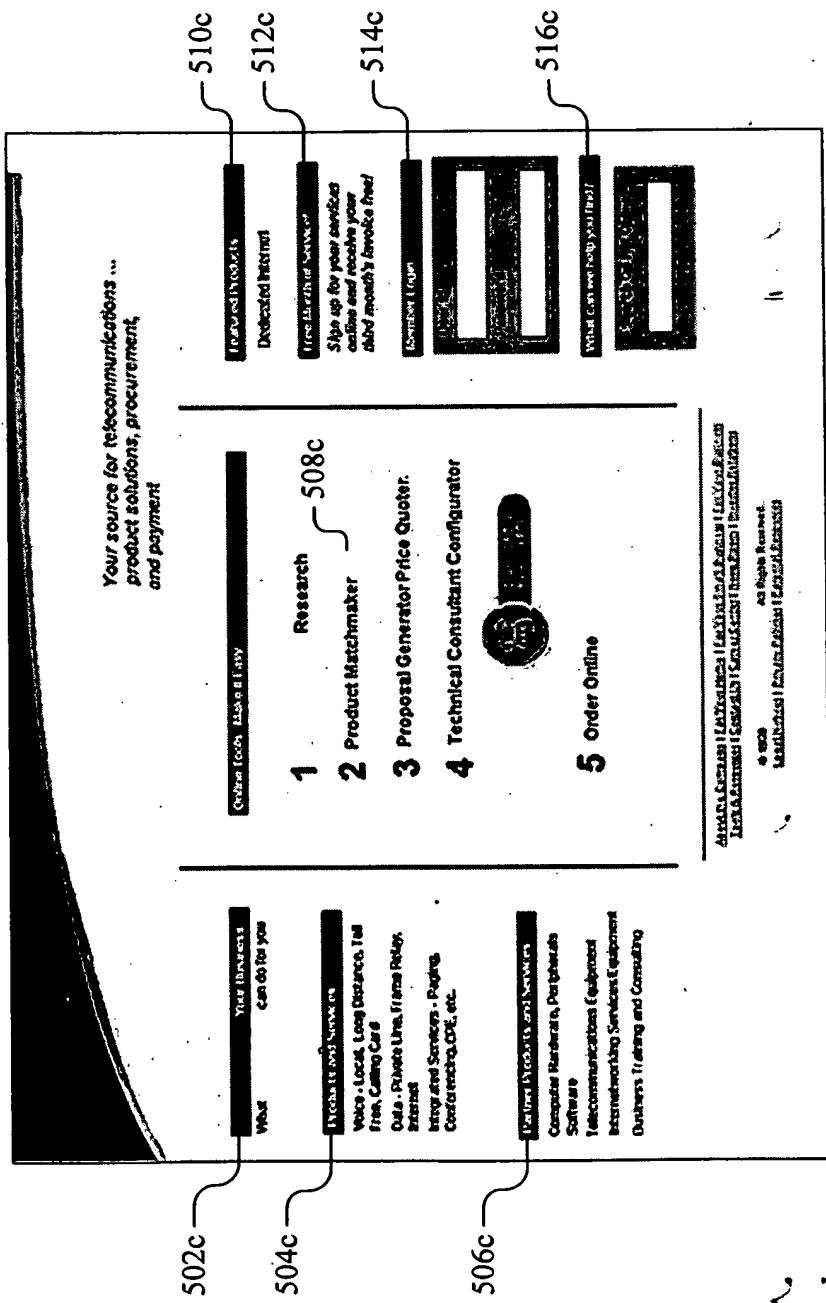


Fig. 5c

10/05/180

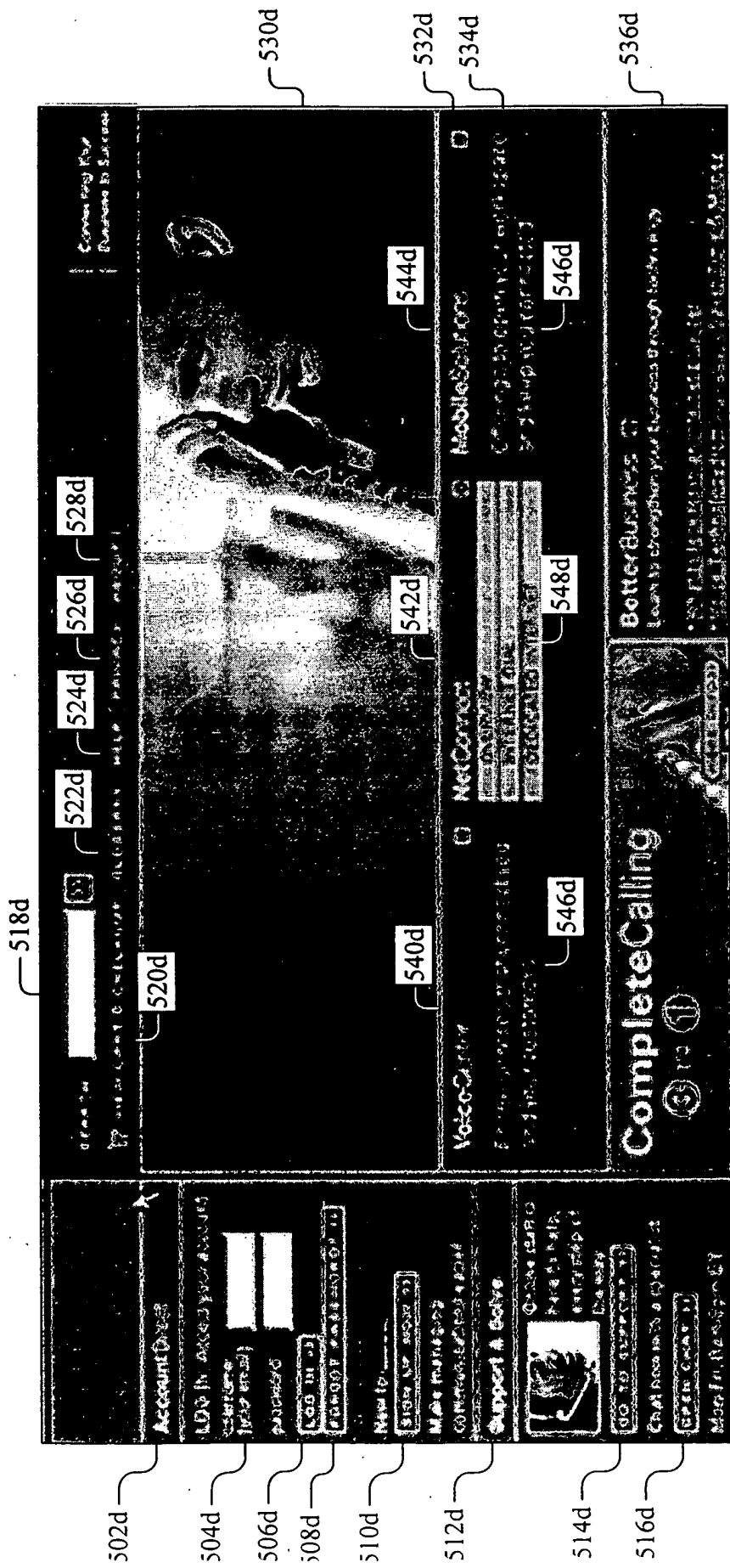


Fig. 5d

10/05/180

 Start Welcome to the new and improved MyAT&T! Write your own story.  Voicemail  Mailbox  Registration  Mobile Solutions  MyServices  Support                              <img alt="Small logo or icon
--

Fig. 5e

10/05/180

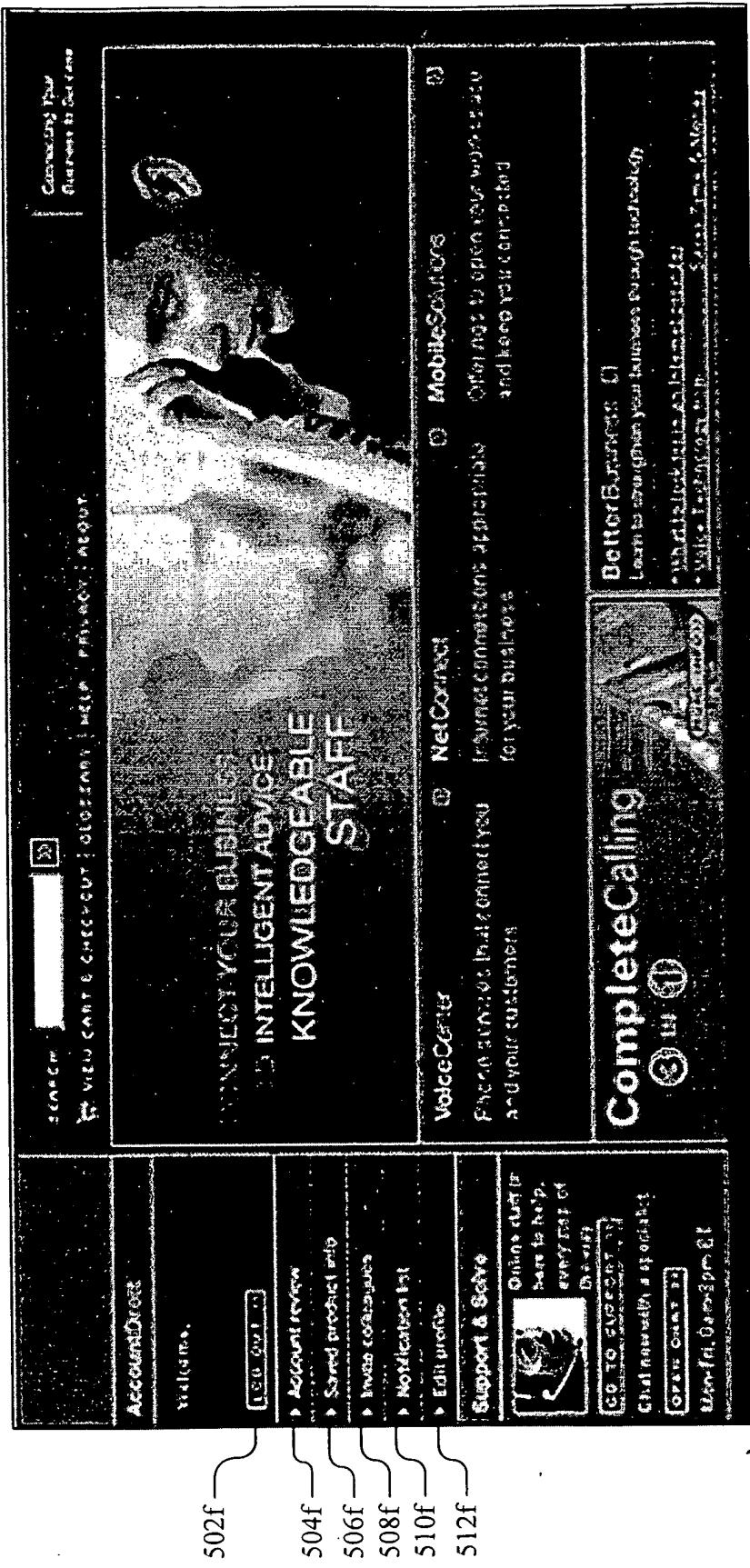


Fig. 5f

10/03/180

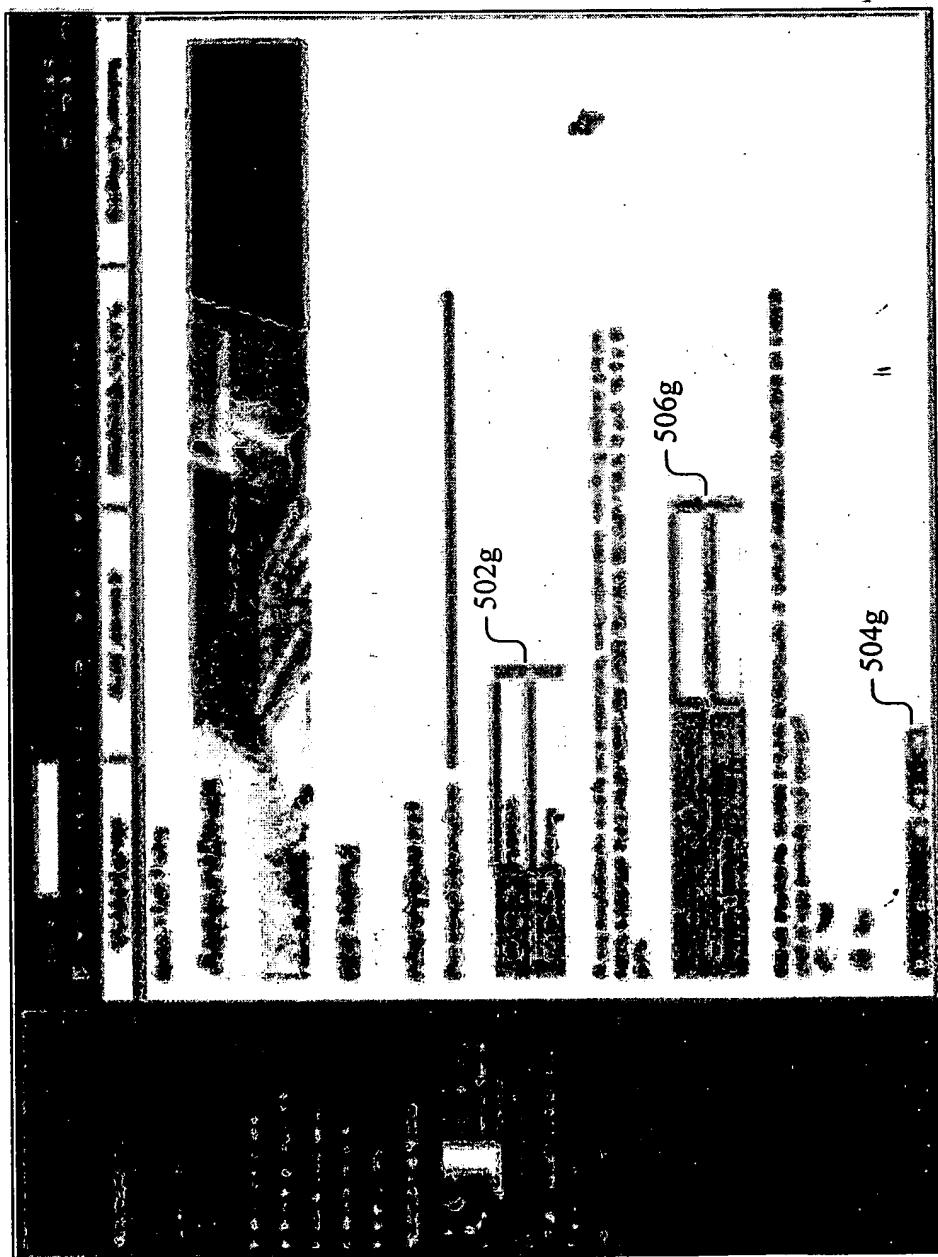


Fig. 5g

10/05/80

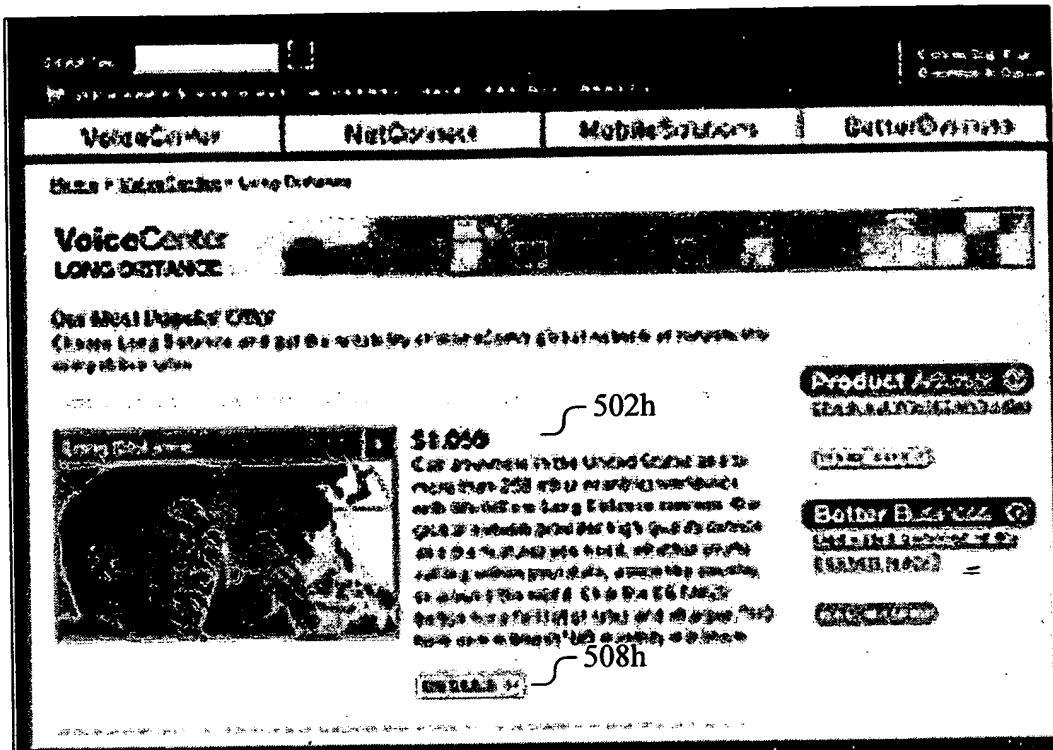


Fig. 5h

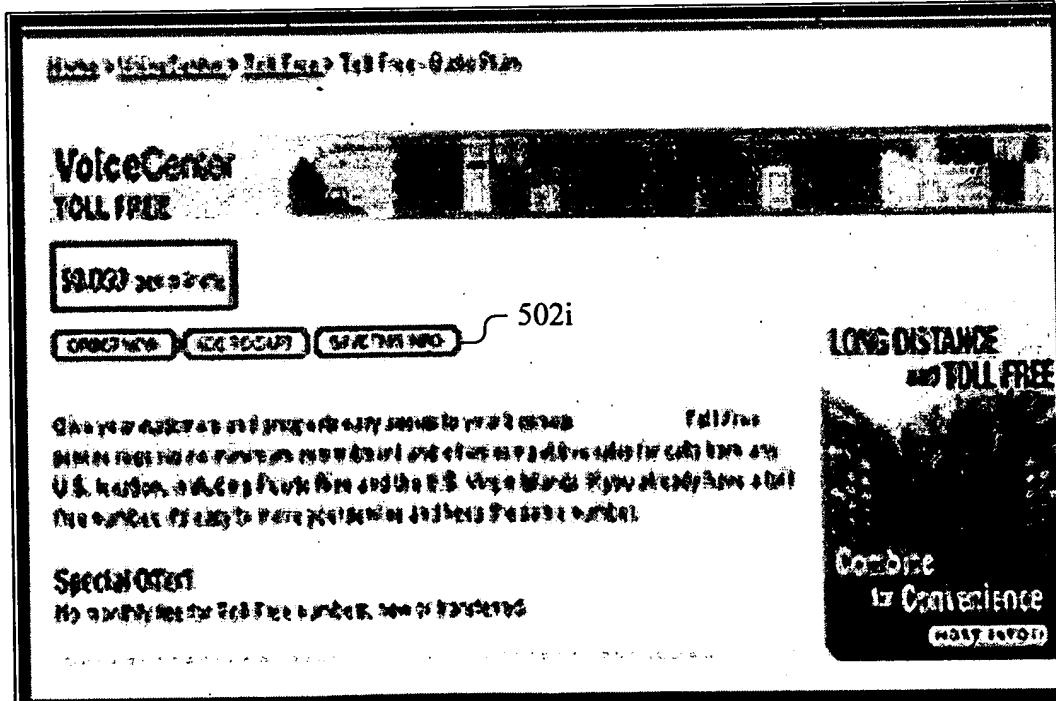


Fig. 5i

10/05/180

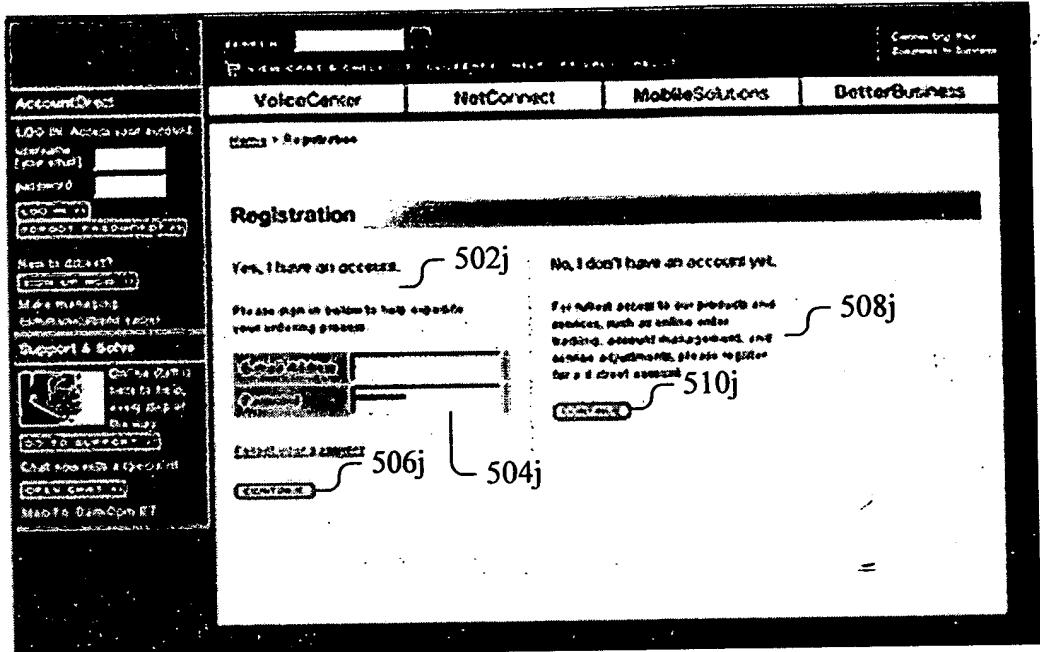


Fig. 5j

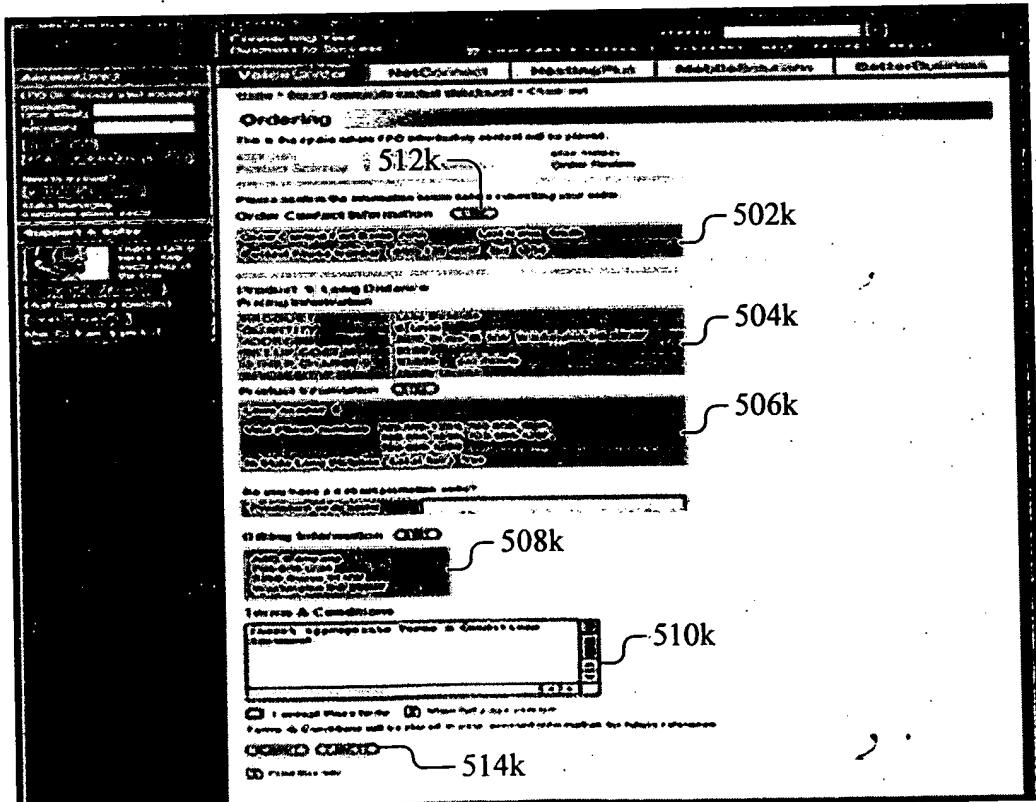


Fig. 5k

10/05/180

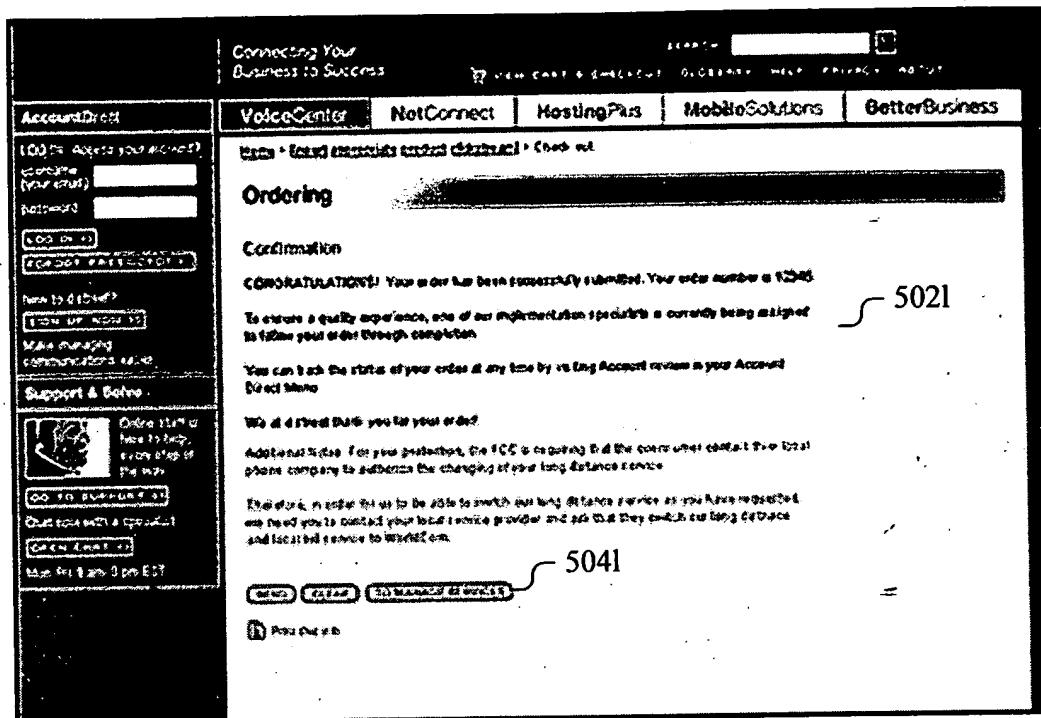


Fig. 5l

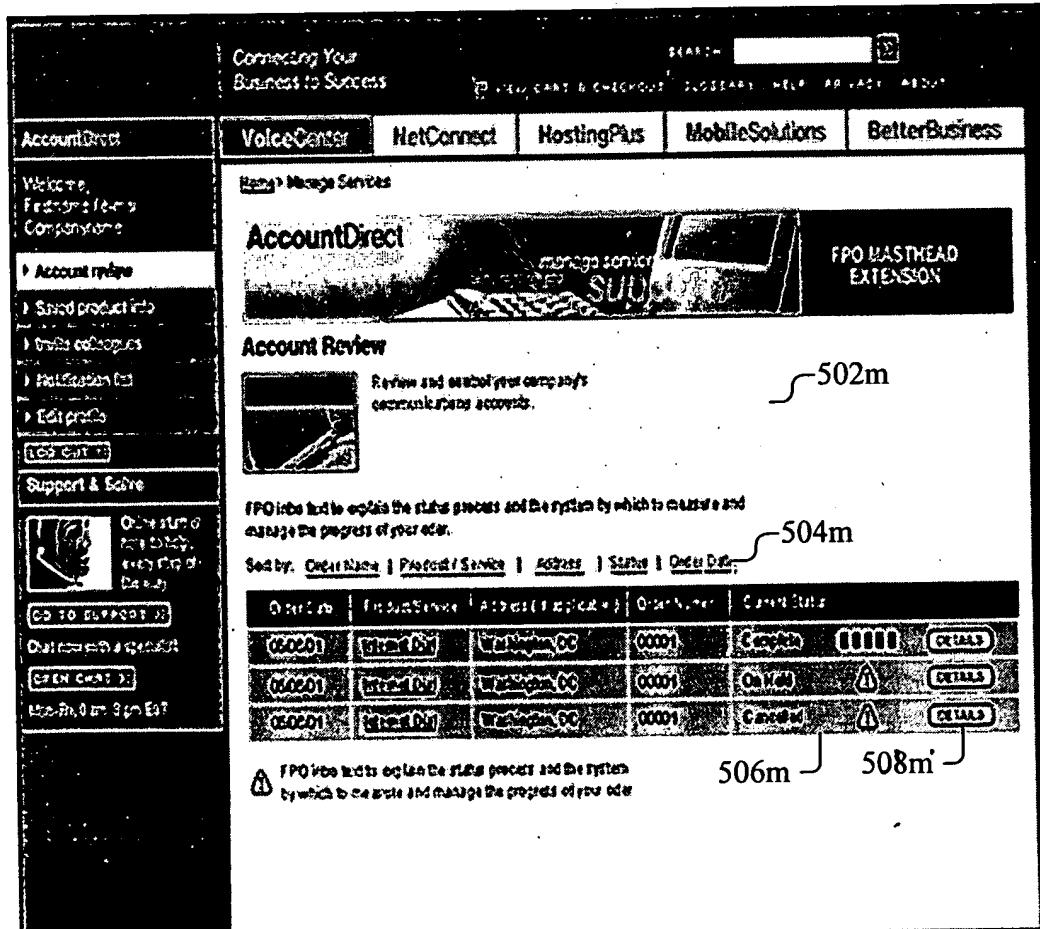


Fig. 5m

10/05/180

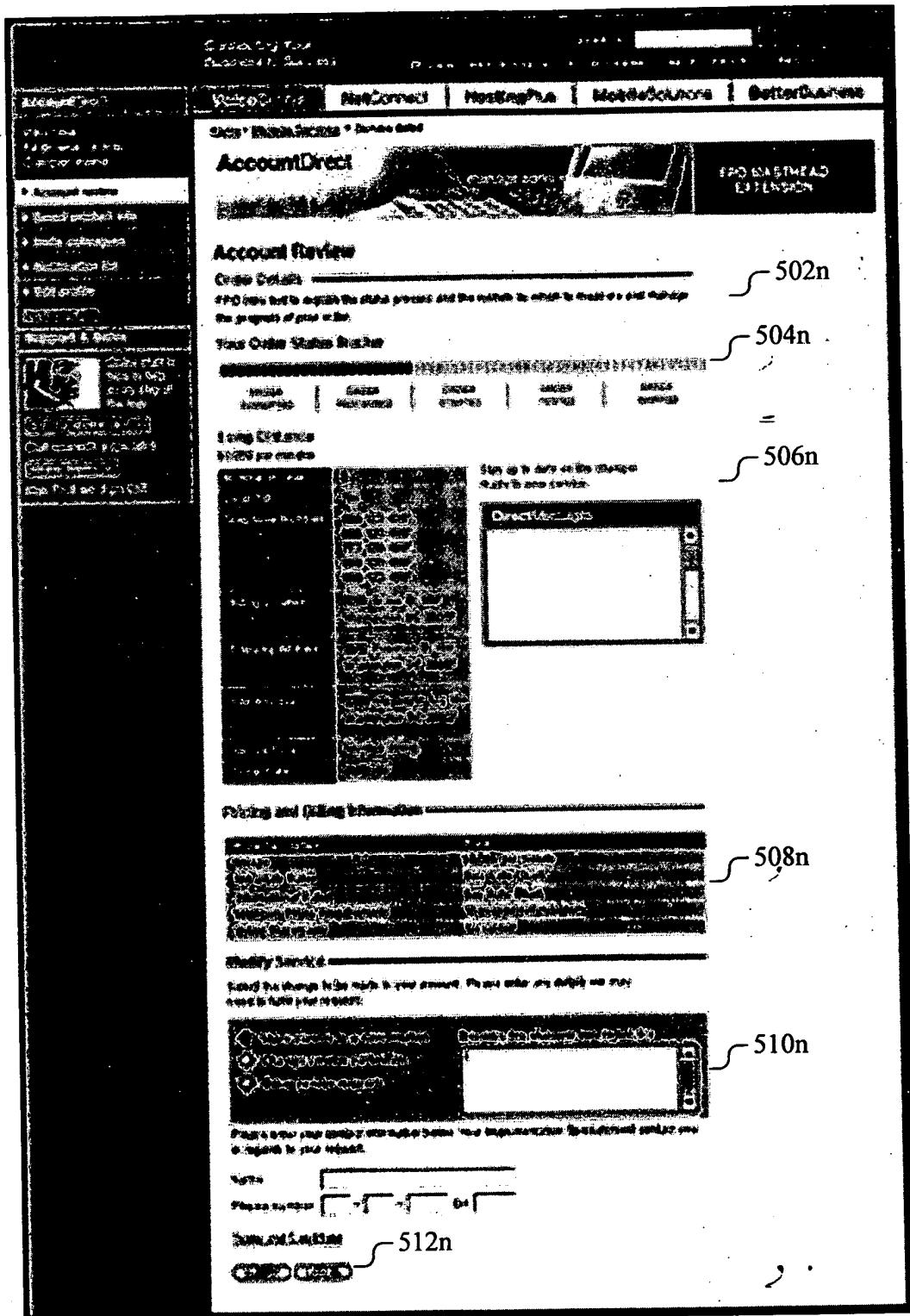


Fig. 5n

10/05/180

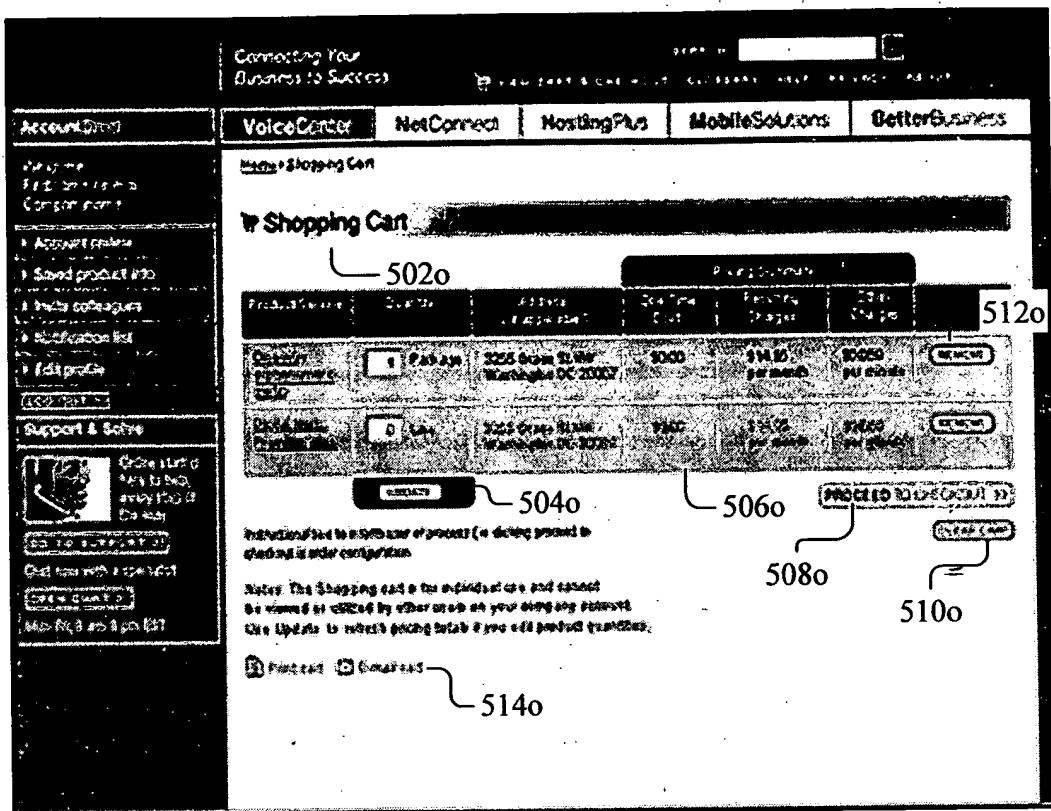


Fig. 5o

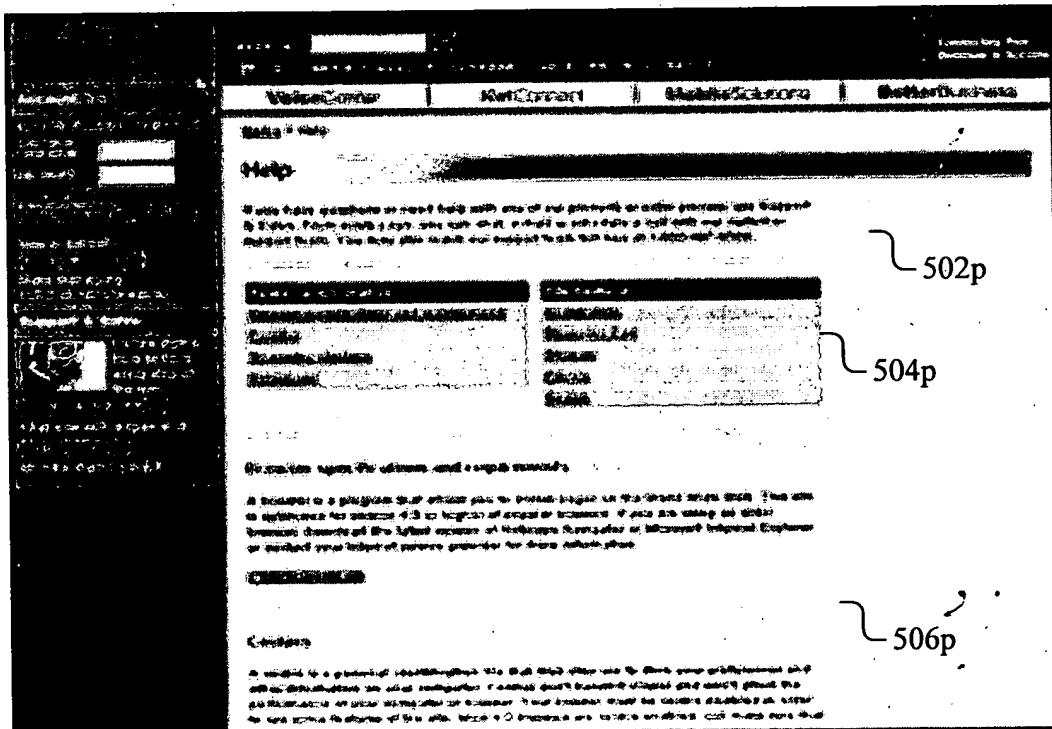


Fig. 5p

10/05/180

SEARCH

VIEW CART & CHECKOUT ORDER HISTORY HELP PRIVACY ABOUT

Connecting Your Business to Success

VoiceCenter NetConnect MobileSolutions BetterBusiness

AccountDirect

Welcome.

[LOG OUT >](#)

> Account review
> Saved product info
> Invite colleagues
> Notification list
> Edit profile

Support & Solve

Online staff is here to help, everyday of the week.
[GO TO SUPPORT >](#)

Chat now with a specialist
[OPEN CHAT >](#)
24x7, 8a.m.-8p.m. ET

Customer Support

In our commitment to provide the service you need, we offer several online channels for you to obtain answers to your questions. Choose from our chat, e-mail or schedule a callback options below, or call us toll-free at 1-800-407-9500, Monday through Friday, 8 a.m. - 8 p.m., Eastern.

Chat  Connect with a member of the customer support team, Monday through Friday, 8 a.m. - 8 p.m., Eastern.
[OPEN CHAT >](#)

E-mail  Send us your detailed questions by email and receive a response the next business day.
[SEND EMAIL >](#)

Schedule a call  Tell us when you would like us to call you back to discuss any questions you have.
[SCHEDULE CALL >](#)

502q

504q

506q

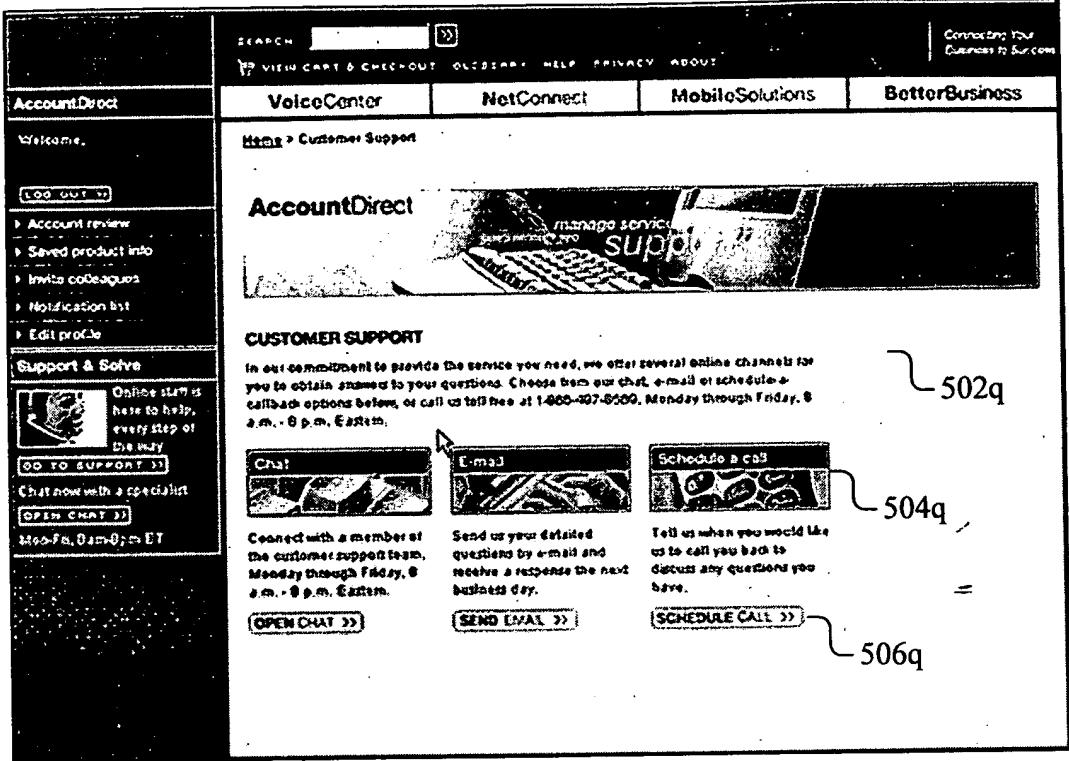


Fig. 5q

Connecting Your Business to Success [CLOSE WINDOW >](#)

Welcome to Customer Support Chat

502r

A member of the customer support team will be with you shortly. You will be notified before when you are connected. 504r

Session ID 973

Welcome Guest...
Connecting to server. Please wait..
Connected to

You are now in queue... [Exit Queue >](#)

506r

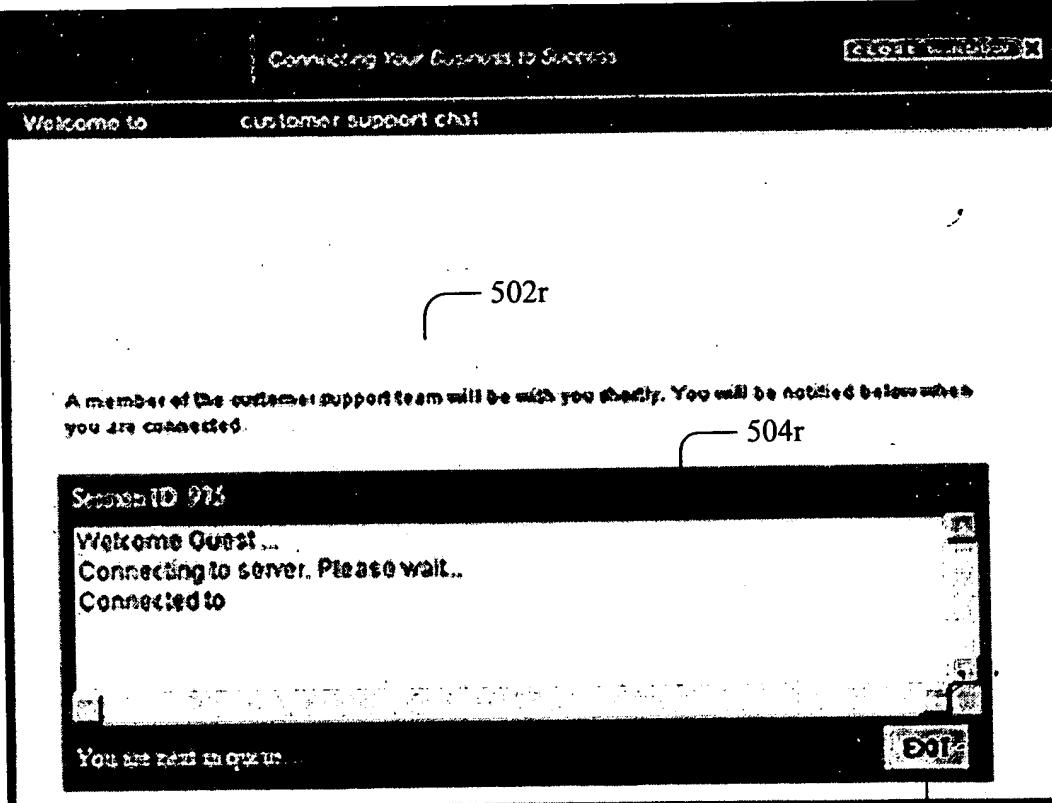


Fig. 5r

10/05/180

604a

Customer Name: **None selected** **SEARCH** **LOG OFF**

User: **Administrator, Adminstrator** **LOG OFF**

SEARCH **CREATE NEW** **MANAGE AGENTS** **CUSTOMER NAME** **REPORTS** **SHOP** **CART**

SEARCH
Search for:
Orders
Order Number: Order Status: Order Po Number: Order Type: Status:

SEARCH ID: User Name: Order Billing Number:

Assigned Rep: Last Modified By: None Selected

Customer Profile: Data Columns: 1 2 3 4 5 6 7 8 9 10

Number Of Results To Display: **10** **SEARCH** **RESET**

Reports: **Customer Agent Prof** **Customer Product Order Prof** **Customer Prof**

Marketing KASP ID: Marketing KASD ID: **610a**

606a

608a

602a

614a

612a

Fig. 6a

Customer Name: **None selected** **SEARCH** **LOG OFF**

User: **Administrator, Adminstrator** **LOG OFF**

SEARCH **CREATE NEW** **MANAGE AGENTS** **CUSTOMER NAME** **REPORTS** **SHOP** **CART**

MANAGE AGENTS

Instructions: Click on "CREATE" to create a new back office user account. Select a back office user in the list box and click "MODIFY" to view information. Specify user type to filter the list of users.

CREATE **608b** **604b** **602b**

User Type: **All Agents** **606b**

Active
Active
Active
Active
Active
Active
Active
Inactive
Inactive
Inactive

610b

MODIFY

Logout | Manage Agents | Customer Name | Shop | Cart

Fig. 6b

10/05/180

Customer Name: none selected Fax/MSN: 61319268 / 61319268
User: Administrator, Adminstrator Log Off

CSB ECRIS | MANAGE AGENTS | CUSTOMERS/EVNS | SHOP | CSAT

Modify Back Office User Detail Information

Instructions:
Modify agent detail information below.

Agent Name: inactive3	User Type: Back Office User	<input type="checkbox"/> Activate
First Name: inactive3	Last Name: inactive3	<input type="checkbox"/> Inactivate
Address:		Remove/Print
Phone Number:		OK
SAVE CANCEL		

URLs: Home | Agents | Customer Home | Shop | Cart

Fig. 6c

Customer Name: 417 Fax/MSN: 61319268
User: Administrator, Adminstrator Log Off

ONLINE ORDER

Order #:
Date Ordered:
Status: Submitted
Contact Name:
Contact Telephone:
Last Modified Date:

Order Pro #:
Order Pro Status: New Entered
NASC ID:
UO# Number:
Analyst ID: Name Selected
Print Code:
LWDATB

Sub Total: \$3.00
Taxable: \$0.00
Grand Total: \$3.00

604d 608d 606d 610d 612d 614d

SEARCH

URLs: Home | Agents | Customer Home | Shop | Cart

Fig. 6d

10/05/180

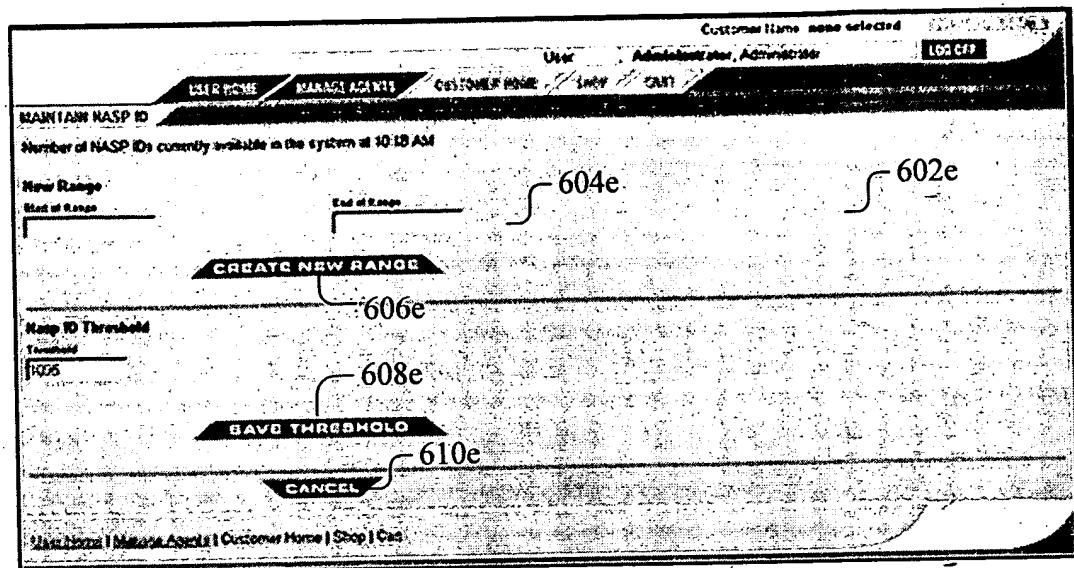


Fig. 6e

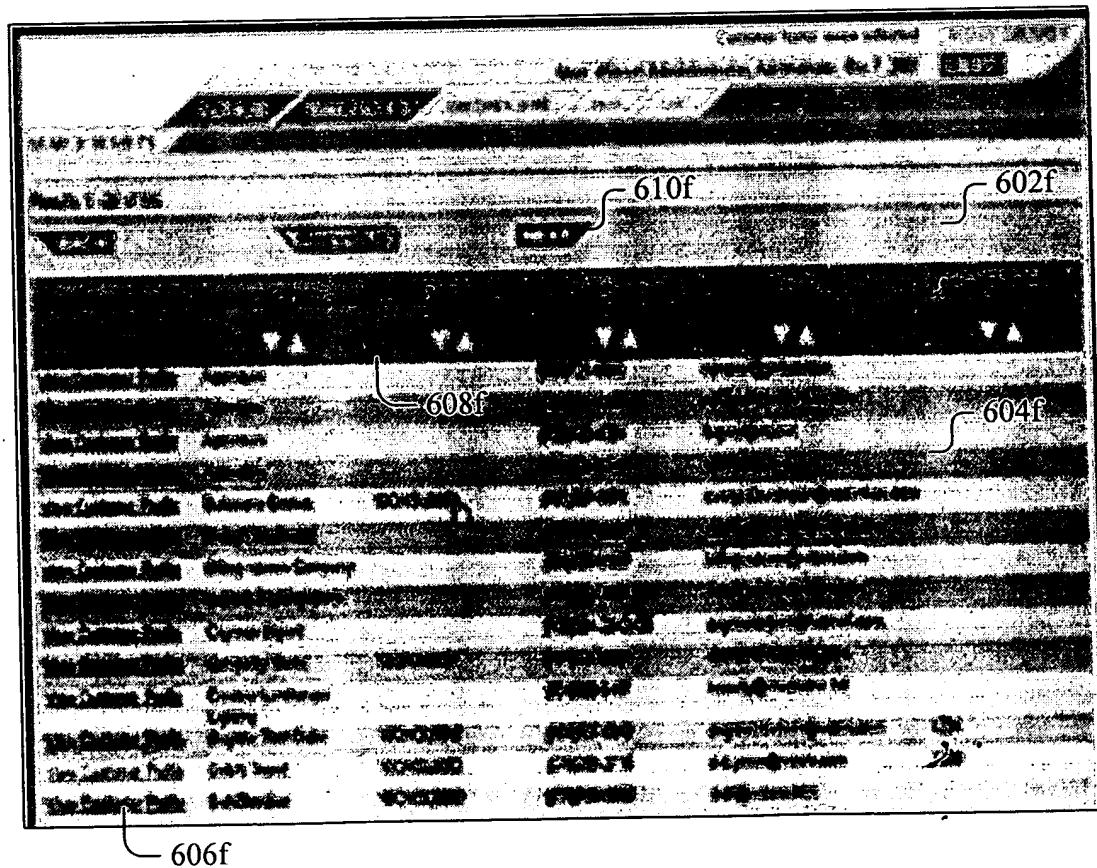


Fig. 6f

10/05/180

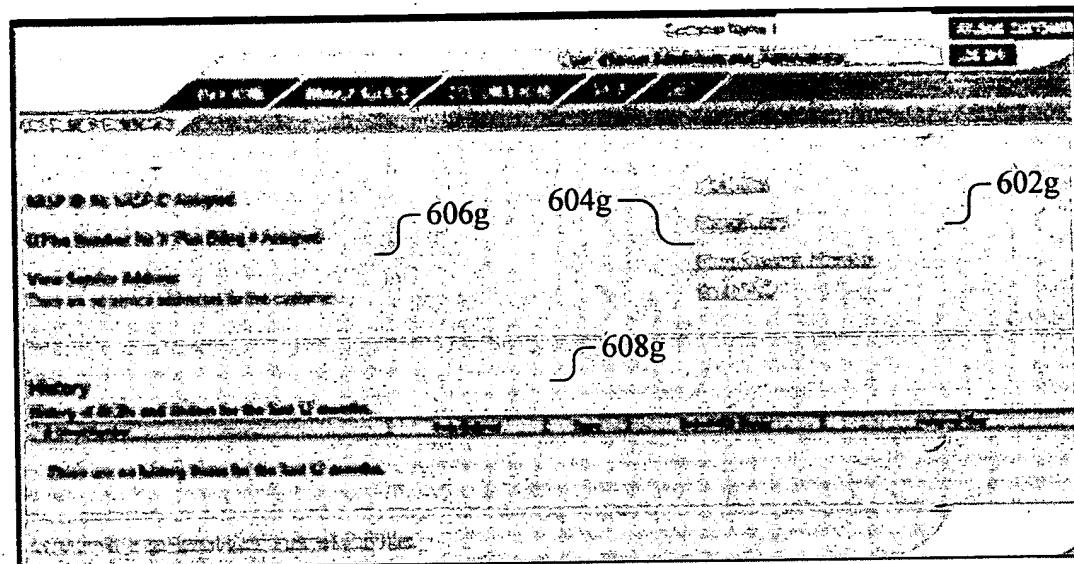


Fig. 6g

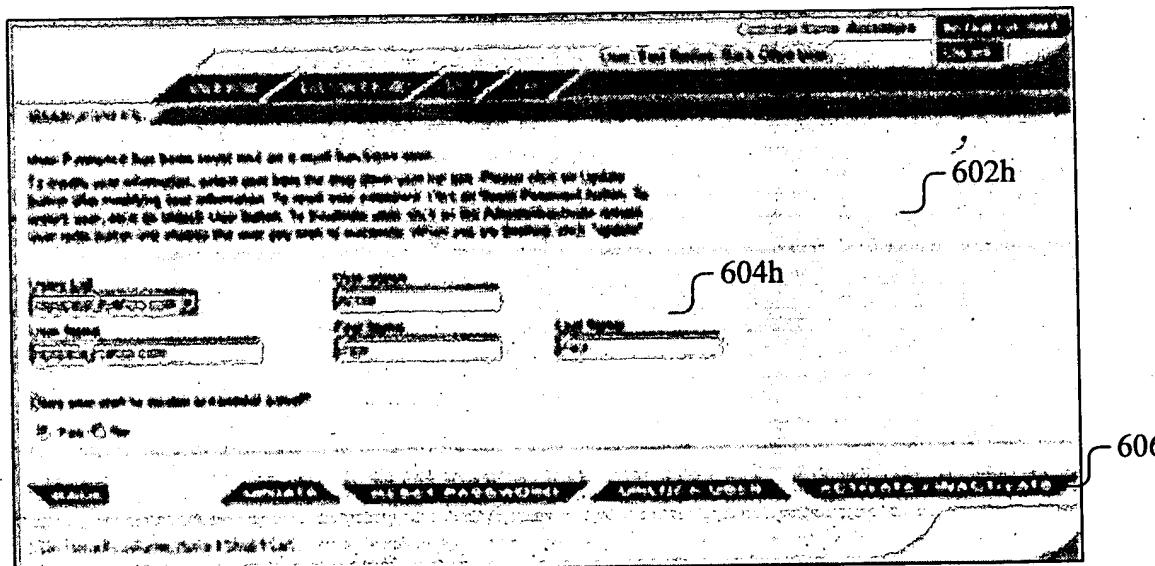


Fig. 6h

10/03/180

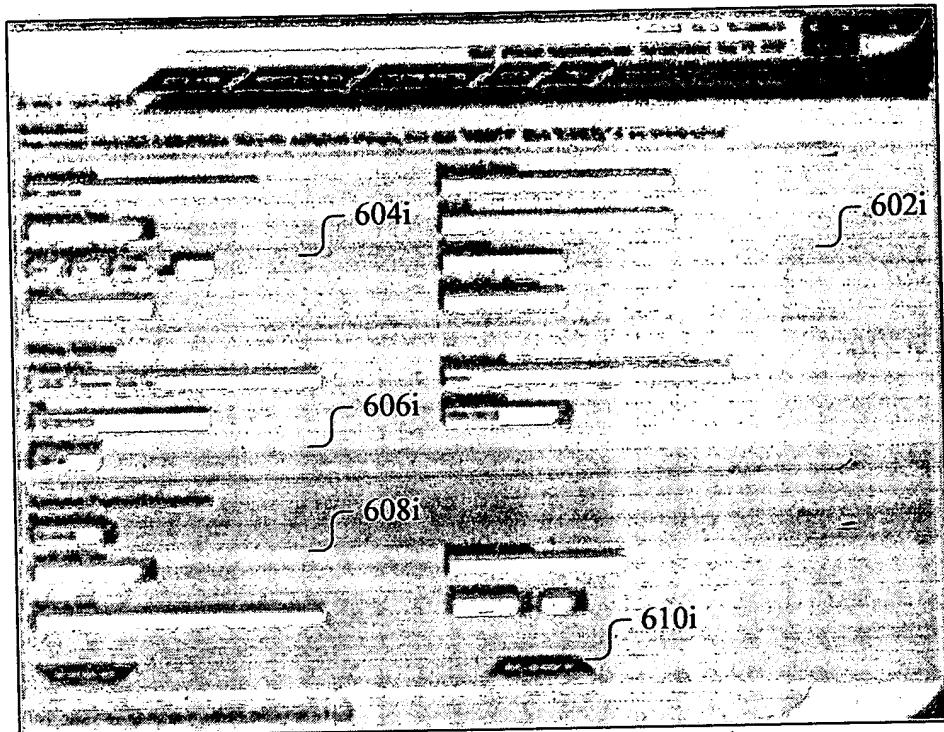


Fig. 6i

Customer Name: [REDACTED]

User: [REDACTED] Administer user; Administrator.

CONFIGURE PRODUCT

Instructions: To configure your product, enter the information requested in the fields below. Click the "CONTINUE" button when finished.

Product: Dedicated Internet - Basic Firewall/Router

Enter order contact information:

First name: [REDACTED] Last name: [REDACTED] 604j 602j

Phone number: [REDACTED]

Enter your service address:

Address 1: [REDACTED] 606j

Address 2: [REDACTED]

City: [REDACTED]

State: [REDACTED] Zip Code: [REDACTED]

Configuration Parameters

List your existing customer premise equipment, if known.

Fig. 6j

10/03/180

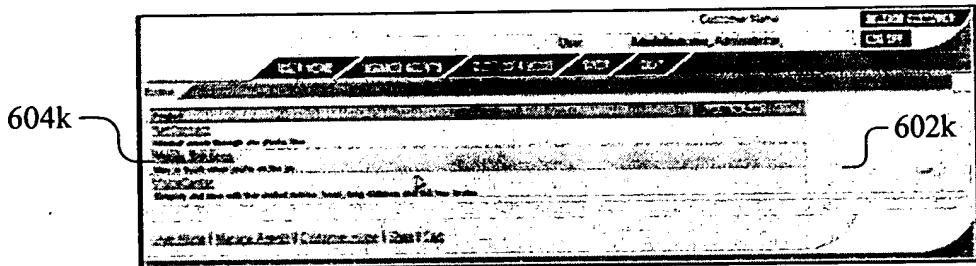


Fig. 6k

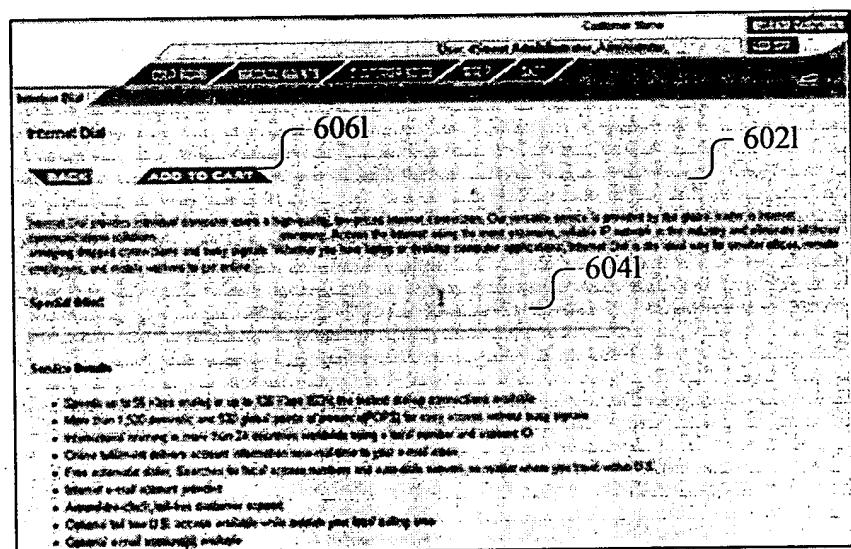


Fig. 6l

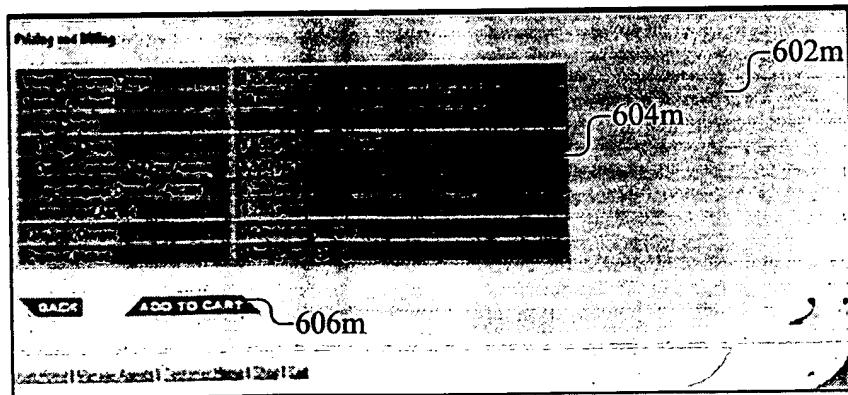


Fig. 6m

10/05/80

Fig. 6n

Fig. 6o

Fig. 6p

10/5/180

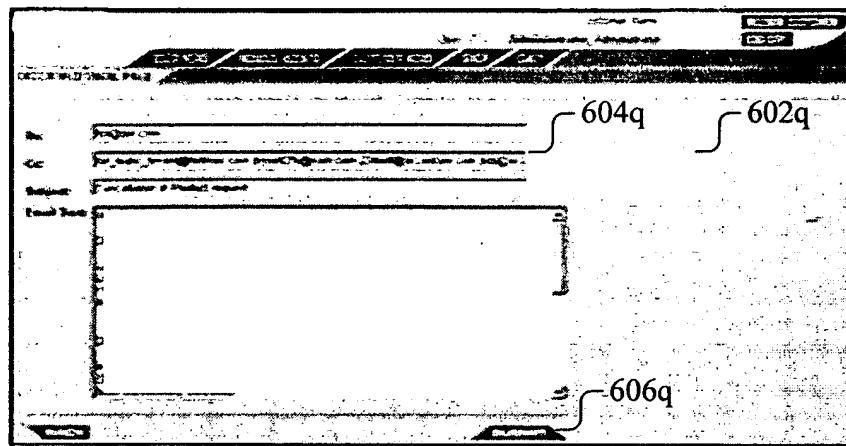


Fig. 6q

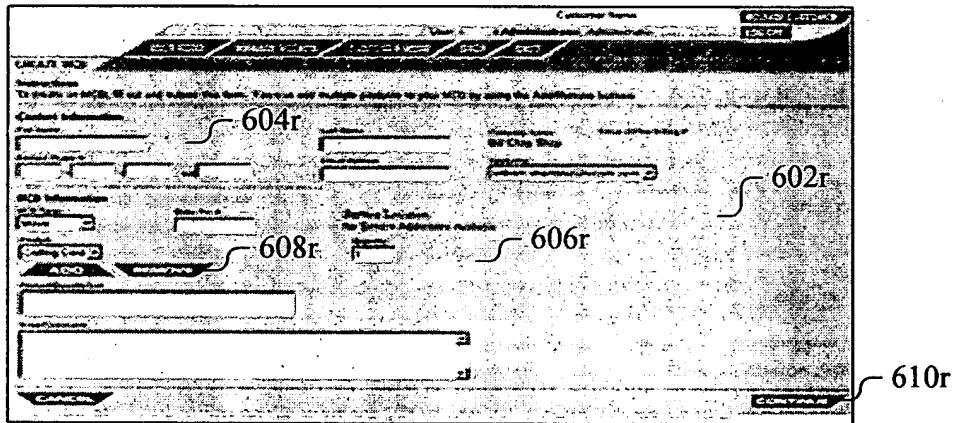


Fig. 6r

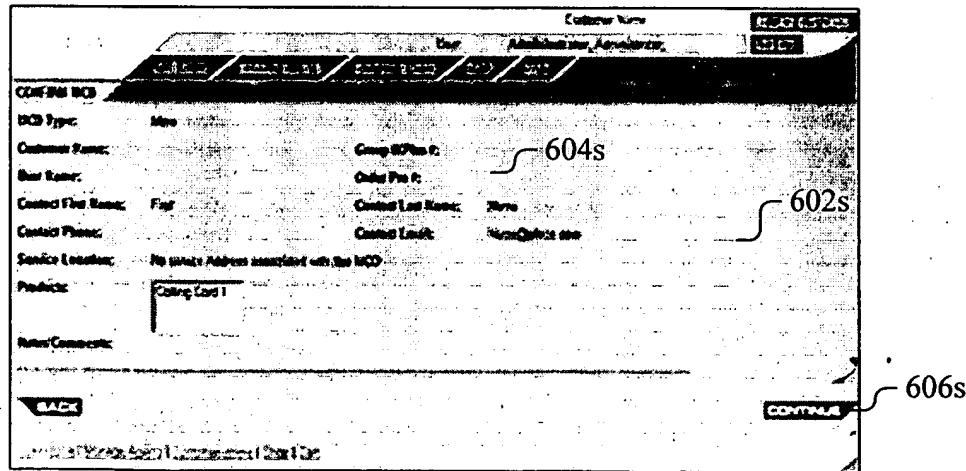


Fig. 6s

10/05/180

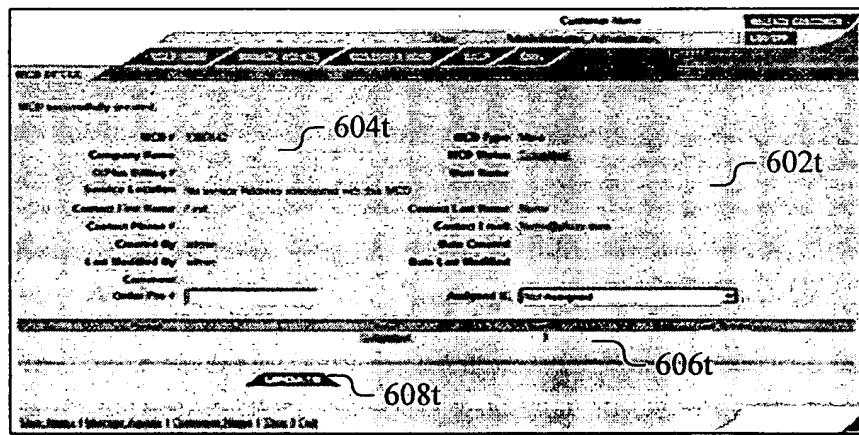


Fig. 6t

10/05/180

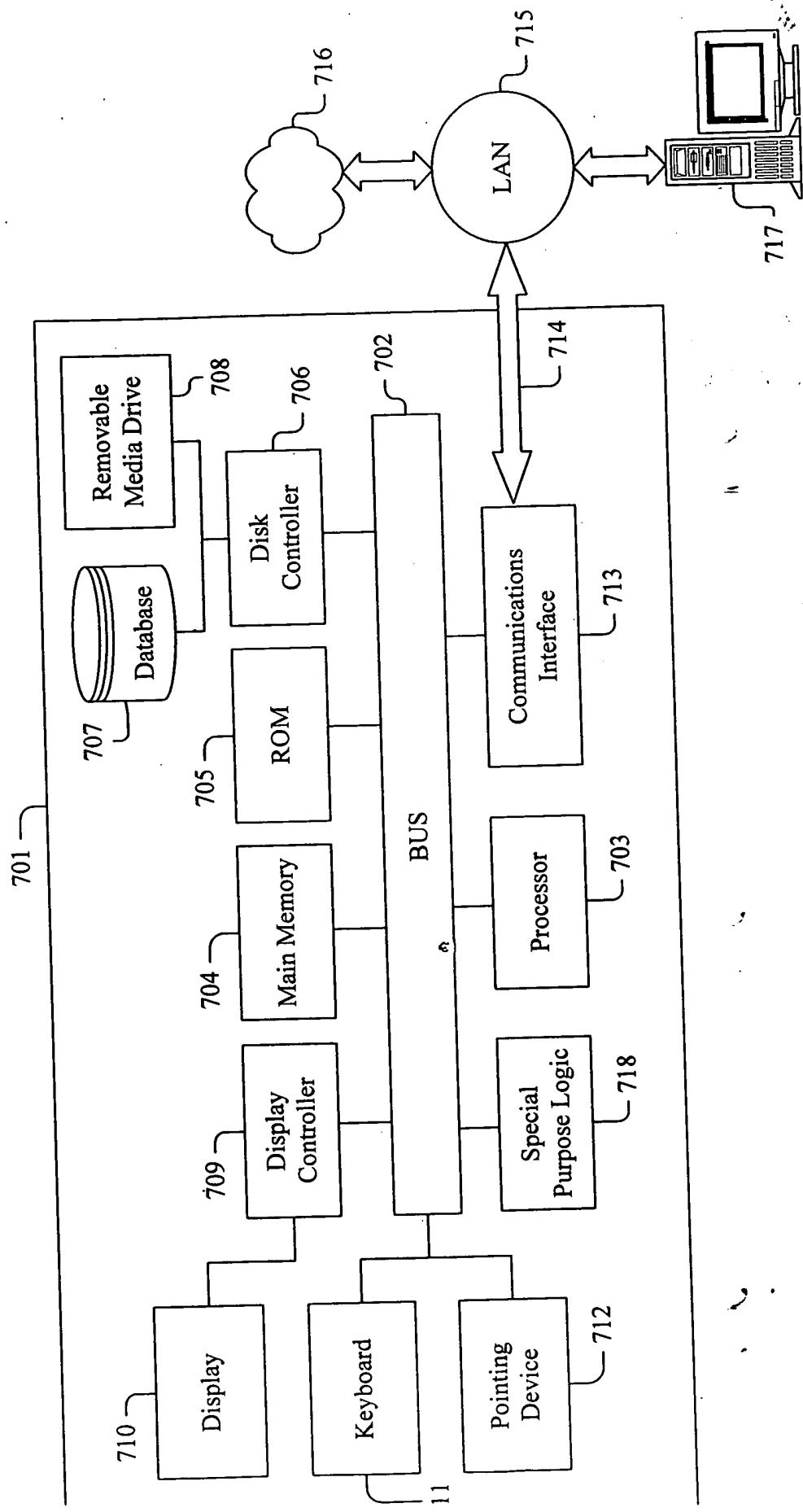


Fig. 7